



PEDIATRIC SPECIALISTS
FOXBOROUGH · WRENTHAM

Code of Conduct

At Pediatric Specialist of Foxboro & Wrentham, we are committed to providing a safe, supportive, and respectful environment for our patients, families, and staff. Our team works diligently to ensure the highest quality of care for your children, and we ask that all individuals visiting or calling our office uphold a standard of mutual respect and courtesy.

Expectations for Patient and Family Conduct:

- 1. Respect and Courtesy:** All patients, family members, and visitors are expected to treat our staff, other patients, and fellow visitors with respect and kindness. Any form of verbal abuse, harassment, intimidation, or disrespectful behavior towards staff or others is strictly prohibited.
- 2. Communication:** We encourage open and respectful communication. If you have concerns or questions, our team is here to help. Please approach staff members in a calm and respectful manner, so we can effectively address your needs.
- 3. Safety and Compliance:** For the safety of everyone, we ask that you follow all office guidelines, including health and safety protocols, appointment scheduling, and administrative procedures. Disruptive behavior, non-compliance with office policies, or failure to adhere to safety regulations will not be tolerated. Persistent or significant misconduct will lead to the termination of care at our practice. In extreme cases, local authorities may be contacted.
- 4. Zero Tolerance for Abuse:** Our office maintains a zero-tolerance policy for any form of abuse—verbal, physical, or emotional—toward our staff. This includes raising voices, making threats, or using offensive language. Any violation of this policy may result in the termination of care from our practice and appropriate legal action, if necessary.

Response to Policy Violations:

- 1. Verbal Warning:** In the event of inappropriate behavior, families and patients may receive a verbal warning and an opportunity to correct the behavior.
- 2. Written Notice:** Continued violations or more severe incidents will result in a formal written notice, documenting the behavior and outlining further consequences.
- 3. Termination of Services:** Persistent misconduct or any form of physical abuse will lead to the termination of care at our practice. In extreme cases, local authorities may be contacted.

We value the trust you place in our team and are dedicated to fostering a positive, compassionate environment for all. By following these guidelines, we can continue to provide excellent care for your children in a safe and welcoming atmosphere.

Thank you for your cooperation and understanding.

Pediatric Specialists of Foxboro & Wrentham

Date: September 2024

Signed: Pediatric Office Leadership